



Lind-Ritzville Cooperative Schools

"Achieving success together"



507 North E Street
Lind WA 99341

209 E Wellsandt Ave
Ritzville WA 99169

Lind-Ritzville Cooperative Schools Board Complaints/Concerns-Communication (CCC) Protocol Based on Policy 4220 & 4220P

1. Patron brings a complaint/concern (CC) to school director

- a. Director listens and encourages the patron to contact the building principal or superintendent; let the patron know you will follow up on their CC.
- b. Director passes on the CC to the principal and/or superintendent.
- c. The superintendent will follow up with the board director
- d. Director circles back to the patron and shares information, as appropriate to do so.

2. Patron brings a CC to the school director and states they have already taken the CC to the building level.

- a. Director listens and encourages the patron to contact the superintendent who will then attempt to resolve the CC. IF unable to resolve the CC, the superintendent will present the CC to the boards.
- b. For any unresolved issues regarding a staff member, refer to 4220P.

Here is the entire procedure from 4220P:

Procedure - Complaints Concerning Staff or Programs

Most complaints can be resolved by informal discussions between community members and the staff member. Should the matter not be resolved, the principal will attempt to resolve the issue through a conference with the community member and the staff member.

The following procedures apply to the processing of a complaint which cannot be resolved in the manner described above:

- A. If the problem is not satisfactorily resolved at the building level, the community member should file a written complaint with the superintendent which describes the problem, and a suggested solution. The superintendent should send copies to the principal and staff member;
- B. The principal and staff member will respond to the superintendent in writing or in person; and
- C. The superintendent will then attempt to resolve the matter through a conference with the citizen, staff member, and principal. If the matter is still not resolved, the superintendent will present the issue to the board.

If the complaint is against a staff member, the board may discuss the complaint. The staff member may request that the board discuss the issue in an open meeting.

The board will attempt to make a final resolution of the matter. Any formal actions by the board must take place in an open meeting. If such action may adversely affect the contract status of the staff member, the board will give written notice to the staff member of his/her rights to a hearing.